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Process maps, fishbones and stats: Continuous improvement and alternative formats at Leeds Beckett University Library

Rachel Thornton and Pippa Wood

Copyright Clearance Officer and Senior Information Services Librarian

Alternative Formats Service



- Providing Alternative Formats Service for over 10 years
- Accessible copies of resources for eligible students
- Complex workflow, increased demand
- Service review 2018-19

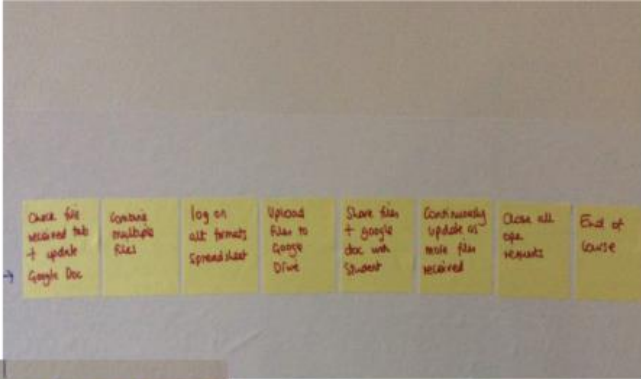
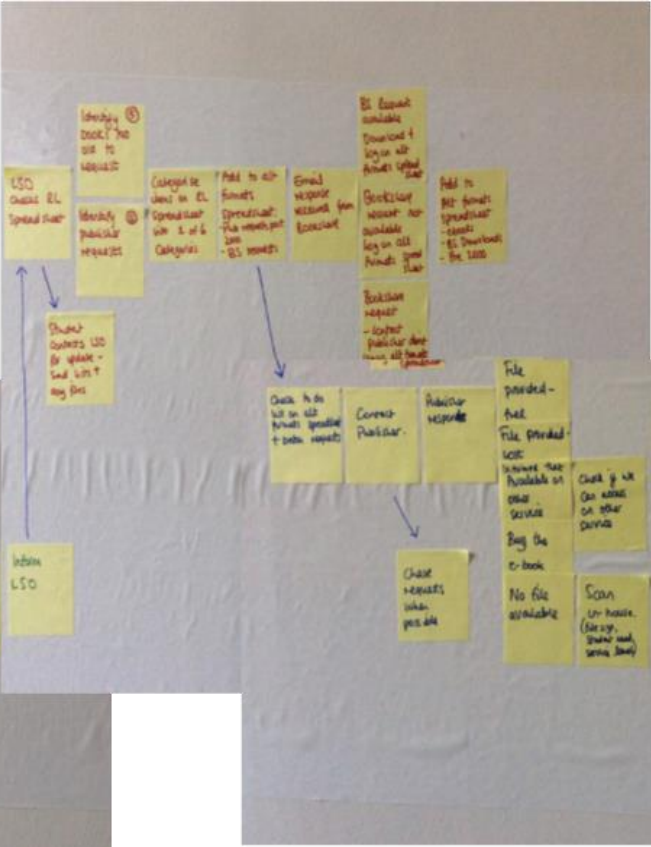
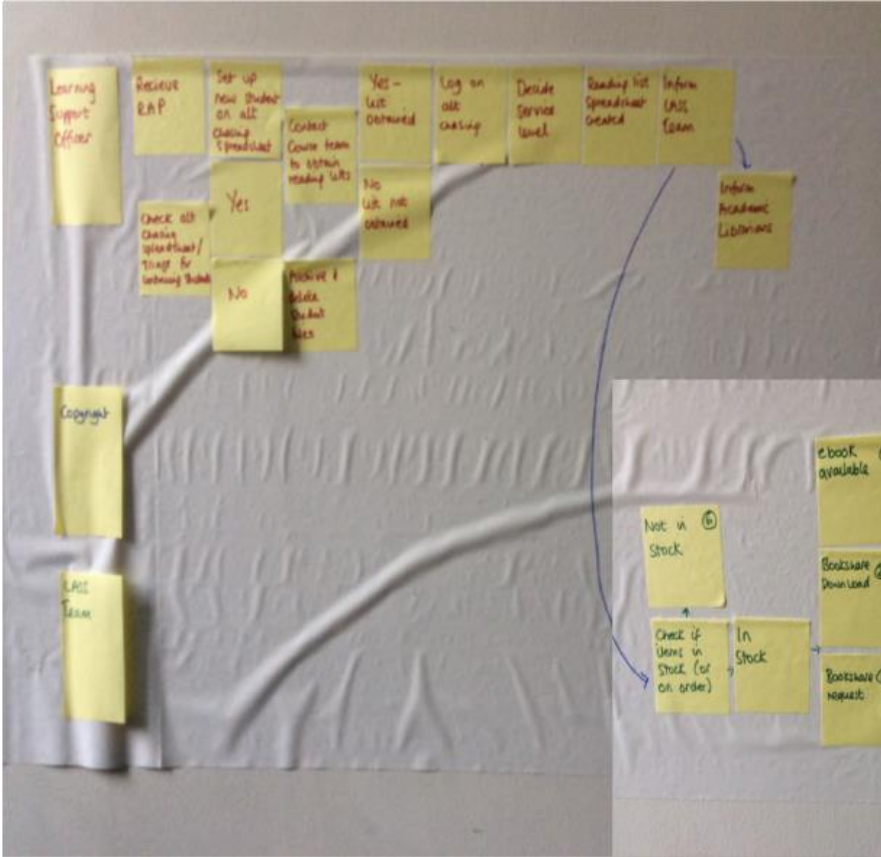
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Process mapping

- “If you can’t describe what you are doing as a process, you don’t know what you are doing”

W. Edwards Deming







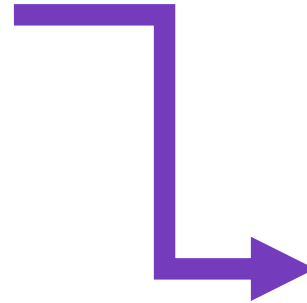
Waste identification

- **D** Defects
- **O** Overproduction
- **W** Waiting
- **N** Non Value Added
- **T** Transport
- **I** Inventory
- **M** Motion
- **E** Employee skills

Problem statement

To identify and find solutions for:

- Single points of failure
- Duplication of work
- Managing student expectations



“Failure to deliver a consistent service to print impaired students”

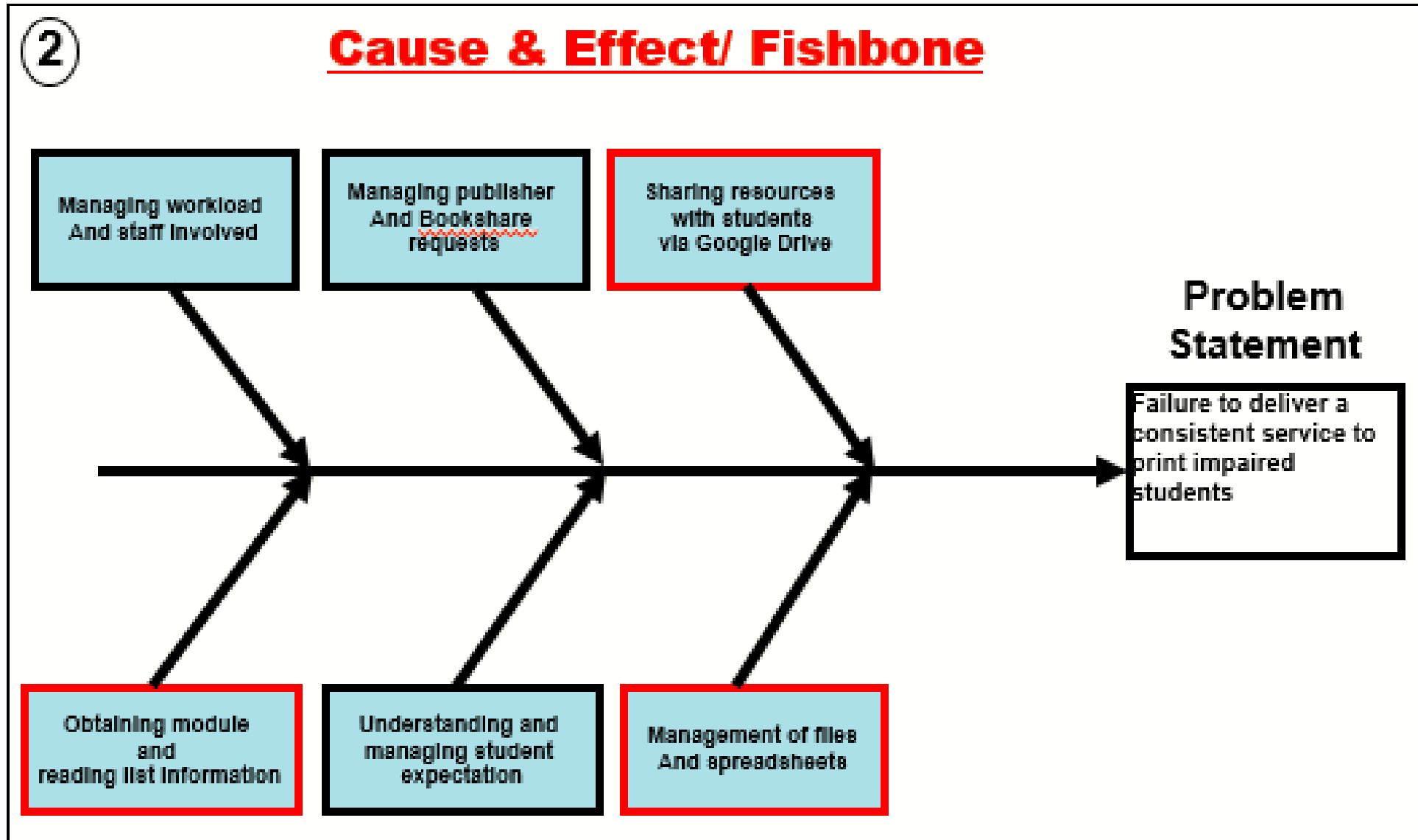


Root Cause Analysis

- Structured approach
- Understand the underlying causes
- Ensure major possible causes are not overlooked

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Fishbone diagram



Talis Aspire Reading Lists

TEST Alternative Formats List - Evidence Based Practice in Social Work (ALT-HESC756)

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PRIVATE **2018/2019 ACADEMIC YEAR** Updated 2 months ago

Please note: this reading list is for eligible students only.

[Table of Contents ▼](#)[View: All ▼](#)[Citation Style: None ▼](#)

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This list is only for the use of print impaired students eligible for the alternative formats service. You will have been informed by Disability Advice if you are eligible for this service.

Please check the notes next to each resource. Click on the View Online button on the right of the page to open the resource. You will need a username and password to access RNIB Bookshare (if you do not know your RNIB Bookshare details please email libraryaltformats@leedsbeckett.ac.uk). For all other resources you will need to log in with your standard username and password.

If you have any queries about this list please email libraryaltformats@leedsbeckett.ac.uk

Essential reading



Becoming a social worker: a guide for students

Book - by Caroline Humphrey - 2011 - Essential

[VIEW ONLINE](#)

Understanding social work research

Book - by Hugh McLaughlin - 2007 - Essential

[VIEW ONLINE](#)

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ALT-HESC756 - Evidence Based Practice in Social Work

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 Critical Thinking and Professional Judgement for Social Work	Keith Brown • Lynne Rutter	03/11/2019	<div><input type="button" value="Read Now"/> <div>DAISY with Images <input type="button" value="Download"/></div></div>	Web Reader on 04/04/2019
 Developing Research Based Social Work Practice (PDF)	David Shemmings • Joan Orme	03/13/2019	This book is not available in Web Reader. You can download it in another format. <div>PDF <input type="button" value="Download"/></div>	--

Publisher files

- New means of delivery for files supplied by publishers for a specific student
- Stored in VLE (Blackboard Content Collection)
- Permissions added to link

Changes for 2019-20

“I feel like this will be life changing for me. Because you can literally just click and it is there. The amount of times I literally have had to go into different tabs to get things, but it is all in one place which is really nice.”

Alternative Formats Student



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Thank you

Any questions?